

ORIGINAL

**COMMISSIONERS**  
KRISTIN K. MAYES – Chairman  
GARY PIERCE  
PAUL NEWMAN  
SANDRA D. KENNEDY  
BOB STUMP



**ARIZONA CORPORATION COMMISSION**



0000105004

ERNEST G. JOHNSON  
Executive Director

November 13, 2009

To: Docket Control

RE: Global Water – Santa Cruz - Customer Comments

Docket Nos.: SW-20445A-09-0077, W-02450A-09-0081, W-20446A-09-0080, W-01732A-09-0079, W-02451A-09-0078 and W-01212A-09-0082

Please docket the attached 11 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

**DOCKETED**

NOV 13 2009

DOCKETED BY	
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RECEIVED  
2009 NOV 13 P 4:27  
ARIZONA CORPORATION  
DOCKET CONTROL

SW-20445A-09-0077  
W-02450A-09-0081  
W-20446A-09-0080  
W-01732A-09-0079  
W-02451A-09-0078  
W-01212A-09-0082

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Richard Weiss

**Phone:** (000) 000-0000

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009 - 82994

**Date:** 11/10/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

**Carina**

**D'Adrian**

**Account Name:**

Carina & Duval D'Adrian

**Home:** (000) 000-0000

**Street:**

na

**Work:** (000) 000-0000

**City:**

Maricopa

**CBR:**

**State:**

AZ

**Zip:**

**is:** E-Mail

**Utility Company:**

**Global Water-Santa Cruz Water Company**

**Division:**

Water

**Contact Name:**

Patty Greco

**Contact Phone:** ( )

**Nature of Complaint:**

OPPOSED - GLOBAL WATER - SANTA CRUZ

From: Duval D'Adrian, Carina [mailto:]  
Sent: Monday, November 09, 2009 1:24 PM  
To: Utilities Div - Mailbox  
Cc: Duval D'Adrian, Carina  
Subject: Global Water Rate Increase Objections

I live in Maricopa, AZ and am very concerned about the proposed rate increases that Global Water has filed for both water and sewer services. The docket numbers are the following:

SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079  
W-20446A-09-0080  
W-02450A-09-0081  
W-01212A-09-0082

I have a really hard time understanding why I paid roughly \$55 per month in Chandler in 2006 for water, sewer and garbage pickup and in Maricopa I pay anywhere from \$92-\$102 per month for only water and sewer and then have to pay separately for garbage. Based on a review done by the Maricopa Communicator other municipalities were pretty much in line with Chandler's charges. And then to top it off, GW is proposing raising the water charges to the HOA's that is just as exorbitant, if not more so, that would lead to increased HOA fees...all of this while we are in a recession and finding it hard to keep up with our mortgage payments let alone everything else. I realize the recession and foreclosures have hit them hard also but this is absolutely ridiculous!

I, for one, am asking the City of Maricopa to do some research about taking over the water and sewer functions...most other municipalities provide those services and probably do a better job as well as saving the

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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residents money.

Please put a kabash on the outrageous rate increases that have been requested by Global Water and Palo Verde Utilities...thank you for your consideration!

Best regards,

Carina Duval and David Duval  
Homeowners in  
Maricopa, AZ  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

DOCKETED 11/10/09  
\*End of Comments\*

**Date Completed:** 11/10/2009

**Opinion No.** 2009 - 82994

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Richard Weiss

**Phone:** (000) 000-0000

**Fax:** ( )

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009 - 82986

**Date:** 11/9/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:** Farid

Farbod

**Account Name:** Farid Farbod

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Maricopa

**CBR:** f

**State:** AZ      Zip: ' '

**is:** E-Mail

**Utility Company:** Global Water-Santa Cruz Water Company

**Division:** Water

**Contact Name:** Patty Greco

**Contact Phone:** ( )

**Nature of Complaint:**

OPPOSED - GLOBAL WATER - SANTA CRUZ

Farid Farbod

Maricopa, AZ

From: Farid Farbod

Re: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0078 I

W-0 732A-09-0079

W- 20446A-09-0080 I

W- 02450A-09-0081 I

W-0 121 2A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increase from Global Water for the following reasons:

I am recently going through a divorce thus have reduced my household income, in addition to this I have to pay child support, thus, lowering my income again and have had numerous medical issues which has tapped out all of my retirement funds. The proposed increase will have a financial impact on my personal budget as well as my HOA budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.

The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to served, quality of water or distribution and there are no plans to improve existing or build new infrastructures.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining, green healthy landscaping. Aesthetics are the first impression of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests and potential buyers.

My name is Farid Farbod and my property address is \_\_\_\_\_  
address is \_\_\_\_\_ and my number is \_\_\_\_\_

My e-mail \_\_\_\_\_

Regards,

Farid Farbod  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

DOCKETED 11/9/09  
\*End of Comments\*

Date Completed: 11/9/2009

Opinion No. 2009 - 82986

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Richard Weiss

**Phone:** (000) 000-0000

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009 - 83005

**Date:** 11/10/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

**Dean**

**Cuthbertson**

**Account Name:**

Dean & Wendy Cuthbertson

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:**

Maricopa

**CBR:**

**State:**

AZ

**Zip:**

**is:**

**Utility Company:**

**Global Water-Santa Cruz Water Company**

**Division:**

Water

**Contact Name:**

Patty Greco

**Contact Phone:**

**Nature of Complaint:**

OPPOSED - GLOBAL WATER - SANTA CRUZ

Docket Numbers: SW-20445A-09-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water, and do so attest with my signature.

Dean Cuthbertson

Wendy Cuthbertson

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed 11/10/09

\*End of Comments\*

**Date Completed:** 11/10/2009

**Opinion No.** 2009 - 83005

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Richard Weiss

**Phone:** (000) 000-0000

**Fax:** ( )

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009 - 83037

**Date:** 11/12/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
   N/A Not Applicable

**Complaint By:**      **First:**      **Last:**  
                                 **Wayne**      **Keene**

**Account Name:** Wayne Keene

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Maricopa

**CBR:**

**State:** AZ      **Zip:**

**Is:** E-Mail

**Utility Company:** Global Water-Santa Cruz Water Company

**Division:** Water

**Contact Name:** Patty Greco

**Contact Phone:**

**Nature of Complaint:**

OPPOSED - GLOBAL WATER - SANTA CRUZ

From: Wayne Keen

To:

Cc: Wayne Keen<

Sent: November 4, 2009 11:49 AM

Subject: Proposed Water Rate increase

Dear Lisa and HOA board

Thanks for the info on the proposed increase in water rates.

Please pass my response in opposition to these exorbitant increases along to the Arizona Corporation Commission Utilities Division

In reference to docket #s SW-20445A -09-0077, W-20451A-09-0078, W-01732A-09-0079m,W-20446A-09-0080,W- 02450A-09-0081 ,W-01212A-09-0082.

My home is at      Maricopa AZ,

We live in the Rancho El Dorado Community

We are adamantly opposed to these increases.

In a time when so many people are struggling to hang on and pay their bills, these type of increases are unconscionable.

Please reign in this type of excessive increases.

Thanks

Wayne Keen

Calgary Alberta T3H4W3

\*End of Complaint\*

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Utilities' Response:**

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**Investigator's Comments and Disposition:**

DOCKETED 11/12/09

\*End of Comments\*

**Date Completed:** 11/12/2009

**Opinion No.** 2009 - 83037

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Richard Weiss

**Phone:** (000) 000-0000

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009 - 83034

**Date:** 11/12/2009

**Complaint Description:**      08A   Rate Case Items - Opposed

   N/A   Not Applicable

**First:**

**Last:**

**Complaint By:**

**Kimberly A**

**Groeber**

**Account Name:**

Kimberly A Groeber & Monte Fairchild

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:**

Maricopa

**CBR:**

**State:**

AZ

**Zip:**

**is:**

**Utility Company:**

**Global Water-Santa Cruz Water Company**

**Division:**

Water

**Contact Name:**

Patty Greco

**Contact Phone:** (

**Nature of Complaint:**

OPPOSED - GLOBAL WATER - SANTA CRUZ -

RE: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

We are homeowners in Maricopa, Arizona, located in Pinal County. It is our understanding that Global Water intends to raise the cost of water and sewer in our community. We are greatly opposed to these increases for the following reasons:

· The proposed increase will have a financial impact on our family budget as well as my Homeowners Association budget. We are already facing challenges with the down-turned economy, as is our HOA due to foreclosures and delinquencies.

· The proposed rate increases will not provide any improvements to our service or provide better water quality. There aren't any plans to improve the existing infrastructures or build any new facilities. The one thing that it will provide is a higher rate of return for Global Water's shareholders.

· Proposed increases will be detrimental to attracting not only homebuilders, but also homeowners to our community. Maricopa, Arizona is already one of the hardest hit areas in the country for foreclosures. We want our city to flourish, not disappear. Increasing our water and sewer rates will make an already troubling situation worse, if that is possible.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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We have lived in our home for over five years. We never touched the equity that we once had, yet we are still upside down on our house. The water company is well aware of the housing situation in our community, yet they aren't concerned about causing additional hardships for their customers. When are we going to say, "Enough is enough!" and put an end to padding someone else's pockets at the expense of others?

We would greatly appreciate any assistance that you can provide. This is a situation, which will affect not just a few individuals but an entire community. The effects may be detrimental to the sustenance of the city as a whole.

Sincerely

Kimberly A Groeber  
Monte Fairchild

Maricopa, AZ  
\*End of Complaint\*

### **Utilities' Response:**

### **Investigator's Comments and Disposition:**

DOCKETED 11/12/09  
\*End of Comments\*

**Date Completed:** 11/12/2009

**Opinion No.** 2009 - 83034

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SW-20445A-09-0077  
W-02450A-09-0081  
W-20446A-09-0080  
W-01732A-09-0079  
W-02451A-09-0078  
W-01212A-09-0082

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Richard Weiss

**Phone:** (000) 000-0000

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009 - 83033

**Date:** 11/12/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

**Martha**

**Henderson**

**Account Name:**

Martha Henderson

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:**

Maricopa

**CBR:**

**State:**

AZ      **Zip:**

**is:** E-Mail

**Utility Company:**

**Global Water-Santa Cruz Water Company**

**Division:**

Water

**Contact Name:**

Patty Greco

**Contact Phone:**

**Nature of Complaint:**

OPPOSED - GLOBAL WATER - SANTA CRUZ

RE: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079  
W-20446A-09-0080  
W-02450A-09-0081  
W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water and do so attest with my signature.

Martha Henderson  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

DOCKETED 11/12/09  
\*End of Comments\*

**Date Completed:** 11/12/2009

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Opinion No. 2009 - 83033

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Richard Weiss

**Phone:** (000) 000-0000

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009 - 83007

**Date:** 11/10/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
   N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Louis J**

**DeNoia Jr**

**Account Name:**      Louis J DeNoia Jr

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:**      Maricopa

**CBR:**

**State:**      AZ      Zip

**is:** E-Mail

**Utility Company:**      **Global Water-Santa Cruz Water Company**

**Division:**      Water

**Contact Name:**      Patty Greco

**Contact Phone:** (

**Nature of Complaint:**

OPPOSED - GLOBAL WATER - SANTA CRUZ - CUSTOMERS

RE: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077  
                                 W-02451A-09-0078  
                                 W-01732A-09-0079  
                                 W-20446A-09-0080  
                                 W-02450A-09-0081  
                                 W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

- The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to make conditions worse.
- The proposed rate increases are purely profit-driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propose improvements to service, quality of water, or distribution and there are no plans to improve existing, or build new infrastructures.
- Maricopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values. Associations cannot raise assessments enough to cover increases, which will force a severe reduction in maintaining green, healthy landscaping. Aesthetics are the first impression of a community and often, one of our biggest and most visible amenities. If the increased rates are approved as proposed, it will severely limit our ability to maintain those amenities, thus creating a less than desirable appearance to residents, visitors, guests

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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and potential buyers.

Louis J DeNoia Jr  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed 11/10/09  
\*End of Comments\*

**Date Completed:** 11/10/2009

**Opinion No.** 2009 - 83007

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Richard Weiss

**Phone:** (000) 000-0000

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion**      **No.** 2009 - 83009

**Date:** 11/10/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
   N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Adrian J**

**Thor**

**Account Name:**      Adrian J Thor

**Home:** (000) 000-0000

**Street:**      10000 W. Camelback Rd.

**Work:** (000) 000-0000

**City:**      Maricopa

**CBR:** 10000 W. Camelback Rd.

**State:**      AZ      **Zip:**

**is:** E-Mail

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**Utility Company.**      **Global Water-Santa Cruz Water Company**

**Division:**      Water

**Contact Name:**      Patty Greco

**Contact Phone:** ( )

**Nature of Complaint:**

OPPOSED - GLOBAL WATER - SANTA CRUZ -

RE: Global Water Rate Increase

Docket Numbers: SW-20445A-09-0077  
                         W-02451A-09-0078  
                         W-01732A-09-0079  
                         W-20446A-09-0080  
                         W-02450A-09-0081  
                         W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

As a new resident of Maricopa I was shocked to hear that the water company wants to raise our rate by 34%. We have no other water company to go to if we don't like the price.

At their new building I saw only one car in the parking lot and wondered why they decided to build this fancy new headquarters rather than using the millions of dollars spent to better serve their costumers. I doubt any of us cares what the water company building looks like.

I would like to have gone to my boss and asked for a 34% raise. I doubt I would have prevailed. We are in tough times and are all cutting back on expenses and cannot afford a increase in any of the necessities of life.

As I understand it we buy water from them which we pay for, then they charge us to take the waste water away and charge us to reclaim it and charge us again when its sold back to us. Why are we unable to sell the waste water back to them like you can do with the electricity company when we generate our own electricity.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Looks to me like they already have a good thing going for them. Selling our water back to us and a big new building that serves only to feed their own ego.

Adrian J Thor  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Docketed 11/10/09  
\*End of Comments\*

**Date Completed:** 11/10/2009

**Opinion No.** 2009 - 83009

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

**Investigator:** Christy Parker

**Phone:** (520) 526-6571

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009 - 83003

**Date:** 11/10/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**

**Karl**

**Piksa**

**Account Name:**

Karl Piksa

**Home:**

**Street:**

**Work:**

**City:**

Maricopa

**CBR**

**State:**

AZ

**Zip:** 85139

**is:** E-Mail

**Utility Company.**

**Global Water-Santa Cruz Water Company**

**Division:**

Water

**Contact Name:**

Patty Greco

**Contact Phone:**

**Nature of Complaint:**

11/10/2009

SW-20445A-09-0077

W-01732A-09-0079

W-02450A-09-0081

W-02451A-09-0078

W-20446A-09-0080

W-01212A-09-0082

October 11, 2009

Arizona Corporation Commission  
Consumer Services Section  
1200 W. Washington St.  
Phoenix, Arizona 85007

Re: Global Water - Docket #'s SW-20445A-09-0077, W-01732A-09-0079,  
W-02450A-09-0081, W-02451A-09-0078, W-20446A-09-0080, and W-01212A-09-0082

To Whom It May Concern:

As a customer of Global Water, I wanted to voice my concern over their request for a rate increase. Given the current economy, we are all suffering in one way or another. Many people lost money this past year on their investments and 401K's, some have lost jobs, others live on fixed incomes, and there are those who are struggling just to keep their homes.

We also have concerns for our neighborhoods. Many people live in communities with a Homeowners Association that have large water bills. In our community of Alterra, we have cut back on water usage. We chose not to over seed the grass areas in our parks again this year and we are in the process of removing the

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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water feature at the community entrance. Even with these changes, we still struggle due to the lack of funds from foreclosures and under built lots. The amenities put in by builders are hard to support and afford when a community is not completely built out.

An increase at this time, especially at the rate being suggested, would cause a great hardship for many people and communities in the City of Maricopa. Should you have questions regarding this letter, I can be reached as follows:

Address -

Phone -

Email -

Sincerely

Signature

Print Name Karl Piksa

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

11/10/2009

SW-20445A-09-0077

W-01732A-09-0079

W-02450A-09-0081

W-02451A-09-0078

W-20446A-09-0080

W-01212A-09-0082

Sent to Richard Weiss in PHX to be docketed.

\*End of Comments\*

**Date Completed: 11/10/2009**

**Opinion No. 2009 - 83003**

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SW-20445A-09-0077  
W-02450A-09-0081  
W-20446A-09-0080  
W-01732A-09-0079  
W-02451A-09-0078  
W-01212A-09-0082

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Richard Weiss

**Phone:** (000) 000-0000

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**    **No.** 2009 - 82977

**Date:** 11/9/2009

**Complaint Description:**    08A   Rate Case Items - Opposed  
   N/A   Not Applicable

**First:**

**Last:**

**Complaint By:**

**Michael**

**McClanahan**

**Account Name:**

Michael & Laura McClanahan

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:**

Maricopa

**CBR:**

**State:**

AZ            **Zip:**

**is:** E-Mail

**Utility Company:**

**Global Water-Santa Cruz Water Company**

**Division:**

Water

**Contact Name:**

Patty Greco

**Contact Phone:**

**Nature of Complaint:**

OPPOSED - GLOBAL WATER - SANTA CRUZ

From: Mike McClanahan [mailto: ]

Sent: Sunday, November 08, 2009 6:17 PM

To: Utilities Div - Mailbox

Cc: Mike McClanahan

Subject: Proposed Water Rate Increase

To Whom it May Concern,

Docket Numbers: SW-20445A-09-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

In the matter of the aforementioned docket numbers, I, the undersigned, a resident of Maricopa, Arizona, located in Pinal County, do hereby oppose the proposed increases from Global Water for the following reasons:

The proposed increase will have a financial impact on my personal budget as well as my Homeowners Association Budget. My HOA is already facing significant challenges due to delinquencies and foreclosures and this will only serve to conditions worse.

The proposed rate increases are purely profit driven so that major stakeholders and investors will realize a higher rate of return. Increases do not propsoe improvements to service, quality of water, or distribution and there are no plans to improve existiing, or build new, infrastructures.

Maticopa is one of the hardest hit areas in the country for foreclosures. Proposed increases will be detrimental to attracting builders and buyers, which further diminishes already reduced real estate values.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Please take all this into consideration.

Sincerely,

Michael and Laura McClanahan

Maricopa AZ,

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

DOCKETED 11/9/09

\*End of Comments\*

**Date Completed:** 11/9/2009

**Opinion No.** 2009 - 82977

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator:** Richard Weiss

**Phone:** (000) 000-0000

**Fax:**

**Priority:** Respond Within Five Days

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**Opinion**      **No.** 2009 - 82981

**Date:** 11/9/2009

**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

**Complaint By:**      **First:**      **Last:**  
Mary      Breden-Moore.

**Account Name:** Mary Breden-Moore.

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:** Maricopa

**CBR:**

**State:** AZ      **Zip:**

**is:** E-Mail

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**Utility Company.**      **Global Water-Santa Cruz Water Company**

**Division:** Water

**Contact Name:** Patty Greco

**Contact Phone:**

**Nature of Complaint:**

OPPOSED - GLOBAL WATER

November 4, 2009

Re: Global Water Docket #' SW-20445A-09-0077

W-02451A-09-0078

W-01732A-09-0079

W-20446A-09-0080

W-02450A-09-0081

W-01212A-09-0082

To Whom It May Concern:

As a customer of Global Water, I wanted to voice my concern over their request for a rate increase. Given the current economy, we are all suffering in one way or another. Many people lost money this past year on their investments and 401K's, some have lost jobs, others live on fixed incomes, and there are those who are struggling just to keep their homes.

We also have concerns for our neighborhoods. Many people live in communities with a Homeowners Association that have large water bills. In our community of Alterra, we have cut back on water usage. We chose not to over seed the grass areas in our parks again this year and we are in the process of removing the water feature at the community entrance. Even with these changes, we still struggle due to the lack of funds from foreclosures and under built lots. The amenities put in by builders are hard to support and afford when a community is not completely built out.

An increase at this time, especially at the rate being suggested, would cause a great hardship for many people and communities in the City of Maricopa. Should you have any questions regarding this letter, I can be reached as follows:

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Sincerely

Mary Breden-Moore  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

DOCKETED 11/9/09  
\*End of Comments\*

**Date Completed:** 11/9/2009

**Opinion No.** 2009 - 82981

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